



THE mEMo



A joint publication between N.C. Emergency Management and the N.C. Emergency Management Association

Spring 2013 NCEMA Conference

By Gary Jones, NCEMA

The North Carolina Emergency Management Association Program Committee is finalizing plans for the spring conference scheduled for March 11- 13 in Sunset Beach. The conference planning committee is extending the scope of the biennial meeting to include sessions that encourage participation by local public health preparedness coordinators and hospital emergency management coordinators. In addition, the two-and-a-half day conference will include presentations on:

- School safety and recent shootings
- Social media applications in emergency management
- US Coast Guard response to the HMS Bounty
- Safe shipment of weapons-grade materials

Additional breakout sessions are scheduled on a variety of topics including:

- Companion animal response issues
- EM certification program
- Liability issues in emergency management
- Methamphetamine lab response and cleanup
- Media relations at the scene
- Chemical testing capabilities
- Spring/summer weather outlook.

For more information or to register for the conference, visit the NCEMA web site at <https://ncema.renci.org> or contact Gary Jones at gjones007@nc.rr.com.

Mark your Calendar

Mar.3-9	Severe Weather Awareness Week
Mar.5	Harris Rehearsal Exercise <i>Raleigh</i>
Mar.6	Statewide Tornado Drill
Mar.10-13	NCEMA Conference, <i>Sunset Beach</i>
Mar.20-24	Search & Rescue exercise, <i>Burke County</i>
April 26	State Emergency Response Commission meeting, <i>Raleigh</i>
April 26-29	Quake 2.0 Exercise, <i>Spruce Pine</i>
April 30	Harris Plant Graded Exercise
May 1	Harris Exercise, Ingestion Phase, <i>Raleigh</i>

CAP Trains in Commodity Distribution

By Lt. Col. Donald A. Beckett, CAP

Nearly 60 volunteers from the Brunswick and Cape Fear composite squadrons of the Civil Air Patrol, New Hanover County Emergency Management and area Community Emergency Response Teams participated in a point-of-distribution course in late January. The class is designed to teach volunteer groups efficient dispersement of critical commodities such as bottled water, packaged food and tarps to survivors following a disaster.

Volunteers used one of two new cargo trailers, recently acquired with Department of Homeland Security funds, to transport two Points of Distribution kits, pallet jacks and other commodities. Course participants exercised a Type 2 POD, which can serve up to 10,000 people per day. County emergency management also evaluated and exercised their POD plans.

Lt. Col. John Kay began the one-day course by describing several real-life experiences during the POD operations in support of Hurricane Irene during 2011. Kay recounted experiences regarding day-to-day operations and safety in a post disaster environment. He emphasized that disaster relief operations are completely different from what many Civil Air Patrol personnel are accustomed to, often lasting multiple days or even weeks, as seen following hurricanes Irene and Sandy.

During the hands-on exercise portion of the class, Lt. Col. Dennis Faver was selected as the first POD manager and tasked with setting up the distribution site. Various class members were assigned as drivers to test the effectiveness of the POD operation. The site configuration was then changed to a completely different traffic-flow pattern. This gave county EM staff the chance to evaluate both options so they could then modify their plans to improve efficiency and effectiveness in a real situation.

New Hanover County emergency management staff were genuinely impressed with CAP personnel and capabilities and voiced interest in using CAP in future training and exercises.

The North Carolina wing of the Civil Air Patrol first partnered with NCEM two years ago on the commodities distribution training and has since qualified approximately 350 volunteers.



Civil Air Patrol cadets and seniors train with emergency management officials from the Cape Fear area on the point-of-distribution program.

Since fall 2010, more than 350 volunteers from Concord, Hickory, Statesville, Rocky Mount, Kinston, Clinton and Burlington have been trained on POD plans.



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The *Daily Bulletin* is available as a robust online tool that provides up-to-the-minute information about legislation that affects your organization. The new web-based service replaces the UNC School of Government's traditional *Daily Bulletin* and is offered as a subscription service.

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Daily Bulletin Online Subscription Benefits include:

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- Monitor selected bills through the "My Bills" feature
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At the end of the legislative session, subscribers will have access to an electronic version of the *Index of Legislation*, which includes a cumulative report of the status of all bills.

Severe Weather Awareness Week is March 3-9

The statewide tornado drill is scheduled for March 6 at 9:30 a.m. Encourage families and businesses in your area to take time to update and rehearse emergency plans so that when tornadoes threaten, they can act quickly to remain safe. More information will be sent out in the coming weeks.



Seeking Input for Newsletter

The *mEMO* is a joint publication between N.C. Emergency Management division and association for the state's EM community. Those who work in or with emergency management at the state and local levels are encouraged to submit articles, photos and information that you think would be of interest to your colleagues. Please submit content to Julia.jarema@ncdps.gov.

State EM Director Hoell Retires

By Julia Jarema and Elaine Wathen, NCEM

When Doug Hoell retired Feb. 1, he left as North Carolina Emergency Management's second-longest tenured director and a nationally recognized leader in emergency management. His career spanned more than three decades; all public service focused on disaster prevention, response and recovery.

"It is a bit ironic that a man who loves calm and tranquility devoted his career to walking headlong into the face of chaos, using his calming demeanor and soft voice to create and restore order," said long-time colleague and friend Elaine Wathen.

The parks and recreation graduate began his career in 1976 decommissioning old fallout shelters for the former Raleigh/Wake County Emergency Preparedness Office. Eighteen months later he joined North Carolina Emergency Management as a trainer who, along with Joe Myers and Tonia Young, traveled the state delivering nuclear attack and fall-out shelter training. In 1981, Hoell went to work with FEMA first as a trainer, then as an emergency management program specialist for the radiological emergency program.

Hoell returned to NCEM in 1985 as an area coordinator, working out of the basement of the Beaufort County courthouse. It was there that he established himself as a nationally recognized authority on hurricane planning. Working with Bill Massey from FEMA Region IV and Allan McDuffie of the U.S. Army Corps of Engineers, Doug helped to push forward innovative hurricane planning and decision making by developing the hurricane decision making wheel. It was no surprise then, when Hoell progressed to eastern branch manager for NCEM and later named operations chief.

Hoell was appointed NCEM director in July 2005. As such, he was charged with leading the state's efforts to identify potential hazards and risks, mitigate any damage to lives and property, and coordinate needed staff and resources to support local response to and recovery from any disasters or emergencies.

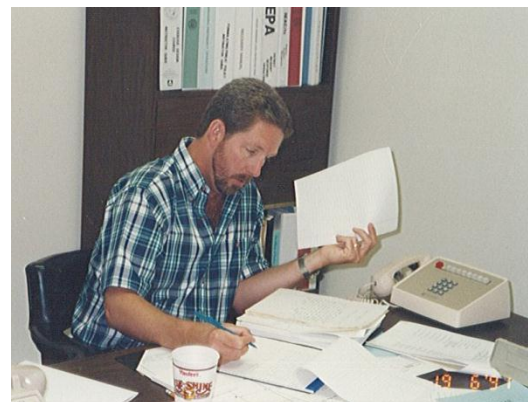
During his career, Hoell saw landmark changes both within the state agency for whom he worked and the emergency management profession.

Wathen explained when they both started with the organization it was named N.C. Emergency Preparedness and many of the local entities were still called Civil Defense agencies. It was only after the Three Mile Island accident in 1979 that the



Above: Doug Hoell addresses a group of peers at a national emergency management conference.

Below: Hoell at work as area coordinator for 15 eastern counties during the early 1990s.



Federal Emergency Management Agency was created. With that change at the national level, cities, counties and states followed suit and transitioned from civil defense into all-hazard emergency management organizations.

While at NCEM, Hoell witnessed the creation of the State Emergency Response Team and the State Emergency Response Commission, which he later co-chaired.

As director, Hoell coordinated response and recovery efforts for 23 state-declared disasters and eight federal disasters. He also acquired funding for construction and coordinated the transition to a new State Emergency Operations Center. And under his leadership, North Carolina became a nationally accredited emergency management program.

“Doug has been a tremendous mentor, teacher and friend,” said Mike Sprayberry, NCEM acting director. “I can think of no one who better epitomizes an emergency manager.”

At the national level, Hoell served as a member of the National Preparedness Taskforce and in several leadership roles for the National Emergency Management Association.

In 2011, Hoell was asked to brief the president on the state’s readiness level for hurricanes. Three months later, he led the state’s response and recovery efforts to Hurricane Irene.

“Doug dedicated his life to ensuring that our residents and communities are better prepared for emergencies,” said Department of Public Safety Secretary Kieran Shanahan. “His leadership has positioned our state as a national leader in emergency management. He’ll be sorely missed.”



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*Secretary Kieran Shanahan
Department of Public Safety*



Above: Secretary Shanahan presents Hoell with his retirement certificate at the NCEM forum in January.

Left: Doug Hoell (third from right) joined FEMA Director Craig Fugate (center) in briefing President Obama in June 2011 on the North Carolina’s readiness posture for hurricane response and recovery.

February Spotlight on Angie Callihan

By Gary Jones, NCEMA

Angie Callihan retired as the Franklin County emergency services director and emergency management coordinator in 2004, but last fall returned to the position on an interim basis. When asked about the position, she emphasizes the temporary nature, but there is no denying she is back on the job.

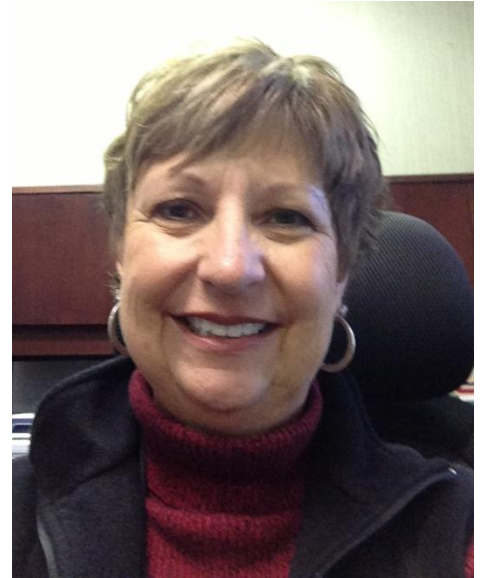
The past five months have been challenging. While catching up on eight years of technological advances, she also has dealt with serious budget issues, including cutting seven staff positions. She manages 49 full-time EMS and EM personnel, as well as 84 part-time EMS staff and also is responsible for the county safety office. Additionally, she serves as the county's Fire Marshal overseeing fire inspection duties.

"Angie truly understands the many roles an emergency manager must master from responder to politician, planner, collaborator, boss, peer, manager and coordinator," said Bill Gentry, director of UNC's Community Preparedness and Disaster Management Program. Reflecting on their work years together, Gentry said, "she was one of the first coordinators who developed a professional and friendly relationship with all of the department heads, as well as the elected officials."

Callihan said her interest in emergency response began in high school when her father started the Franklinton Rescue Squad. She attended rescue squad meetings and training programs and even served as the patient during many squad exercises.

In 1973, she went to work with the N.C. Department of Insurance in the State Property Fire Insurance Fund before moving to the fire and rescue division two years later. While there, she took every class available involving emergency services, emergency management, fire and rescue, even those relating to American Red Cross and Heart Association. She also taught EMT classes and was an examiner for EMT and fire and rescue grants.

In the mid-1980s, Callihan served as DOI's representative to the State Emergency Response Team. Tom Pugh was the NCEM director and the state emergency operations center was crammed into a crowded, hot and smoked filled area in the basement of the N.C. Department of Administration building. At that time, there was one large table for the decision makers surrounded by stadium seating around the room for the remaining workers.



Angie Callihan back on the job (above) and highlighted in the local newspaper earlier in her career.



When Callihan became the Franklin County emergency services director in 1990, no building was dedicated to emergency services or emergency management. She had only a desk and a file cabinet in a back room of the county administration building. The staff consisted of five permanent EMS employees who responded from their homes and one part-time employee who managed the billing. By the time she retired 14 years later, Franklin County Emergency Services had grown to 30+ paramedics and seven ambulances with around-the-clock operations.

Doug Logan, Granville County EM coordinator, described Callihan as one of those unique people who have the ability to lighten any mood with her mere presence, a quick comical comment or her signature giggle. "It was especially refreshing to meet with her on an otherwise bad incident," he recalled.

Logan remembers one of his first encounters with Callihan during a particularly bad winter storm early in his emergency management career. The cab of a tractor-trailer was hanging over the Tar River, while diesel fuel spilled into the river below flowing downstream to Franklin County. He called her to alert her of the potential contamination to her county's drinking water. Callihan's immediate comment: "So light a match and burn it off before it gets here!" After an uncomfortable silence, she added, "I'm just joking, Doug!" As a new emergency manager, Doug said he took everything a little too seriously and her comments were exactly what were needed.

"She always got the job done well," said Logan, "and she always smiled while doing it."

She regrets that during her years in emergency management she was never able to deploy across the state as part of an emergency management response team, saying she would have welcomed that experience. But, as a one-person show, it was difficult to be away for any extended time.

The Franklin County native still resides in Franklinton, married to her high-school sweetheart, Joel. She has a degree in Business Administration from Hardbarger Business College.

Angie is a lifetime member of the NCEMA, a lifetime EMS administrator and has served on the Franklin County EMS Advisory Council. But emergency management and services are not her only interests. She also runs a successful direct sales jewelry business, works periodically as a wedding director and enjoys making purses, wreaths and reupholstering chairs/stools.

In comparing her early emergency management experiences with the field today, Callihan marvels at the accessibility to all types of information and is delighted to see how various emergency management partners work together daily.

Callihan claims to have no further plans for involvement in emergency management or emergency services once a permanent director has been named. But that's hard to believe when you hear her reminisce about her career and the satisfaction she still receives from knowing she has been able to help someone or to see a project successfully completed. She may soon be able to retire again, but North Carolina's response community may not have seen the last of Angie Callihan or benefited from her desire to be of assistance.